

200624076604001

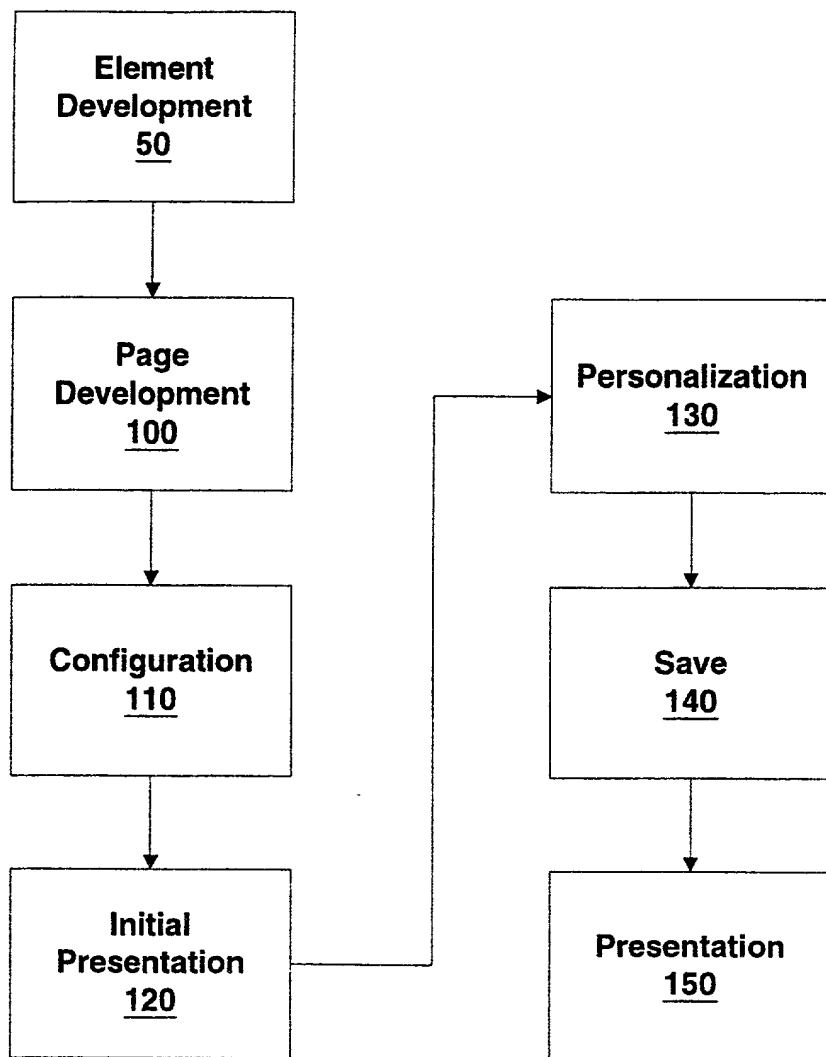


FIG. 1

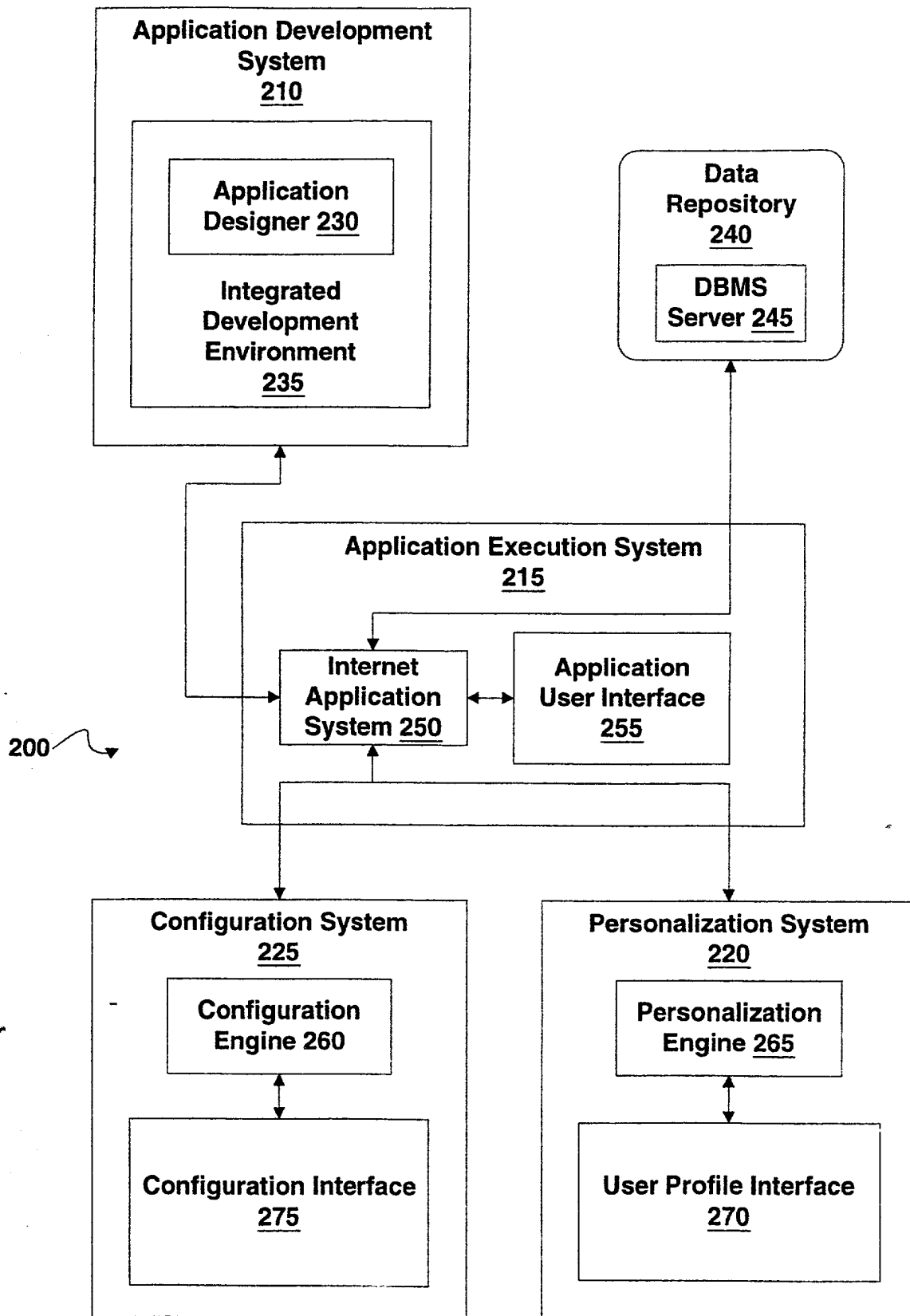
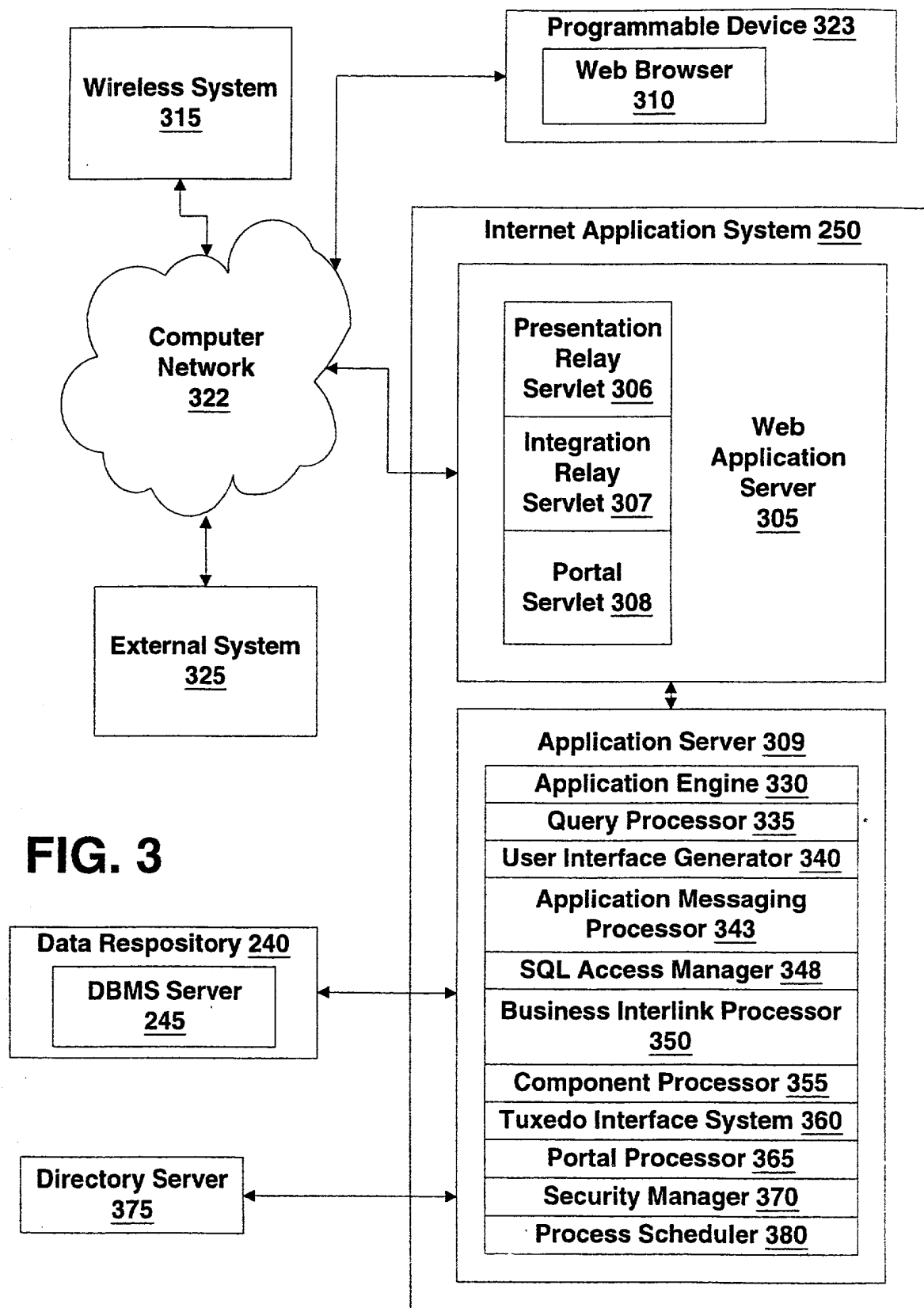


FIG. 2



2006-10-01 10:00:00

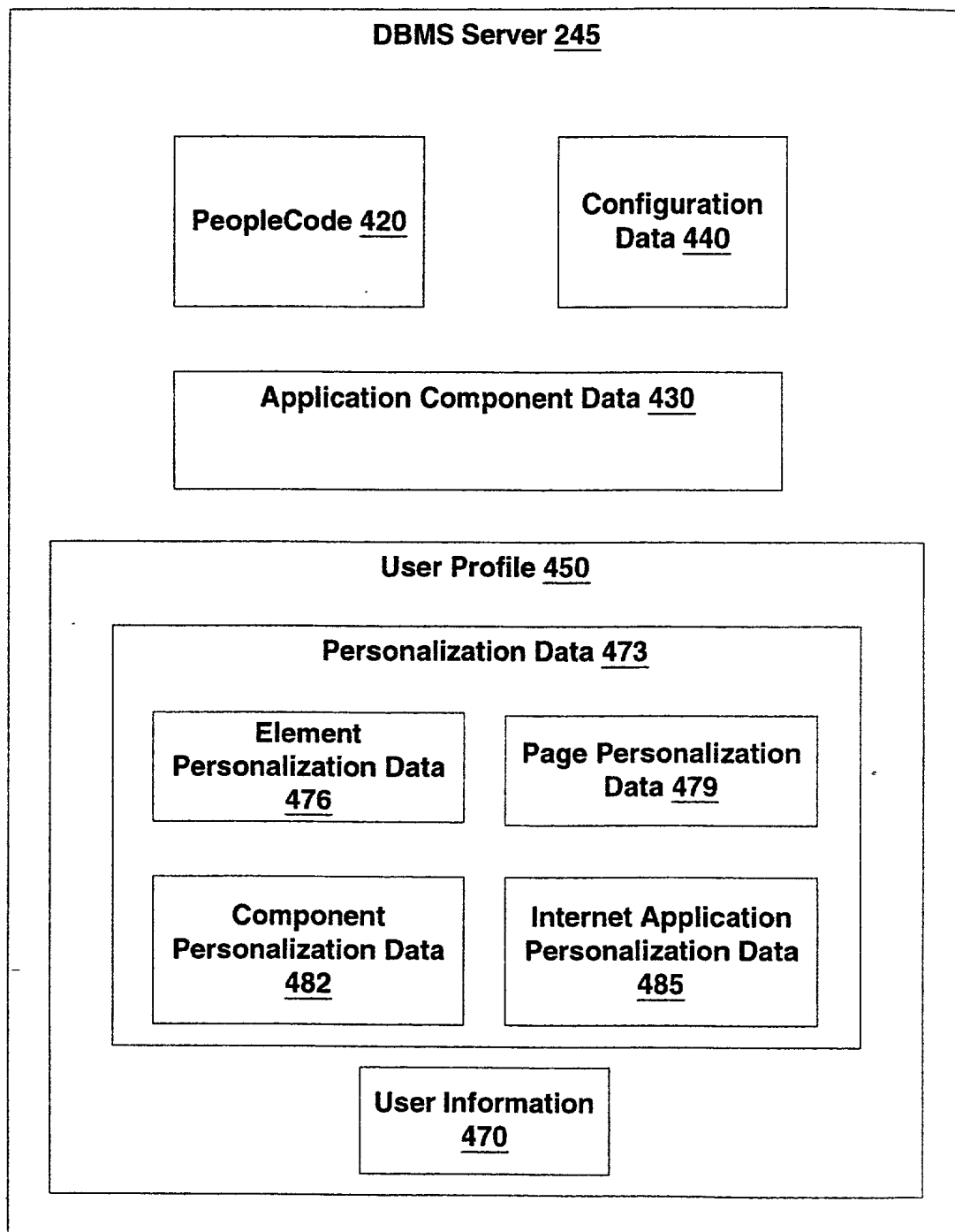


FIG. 4

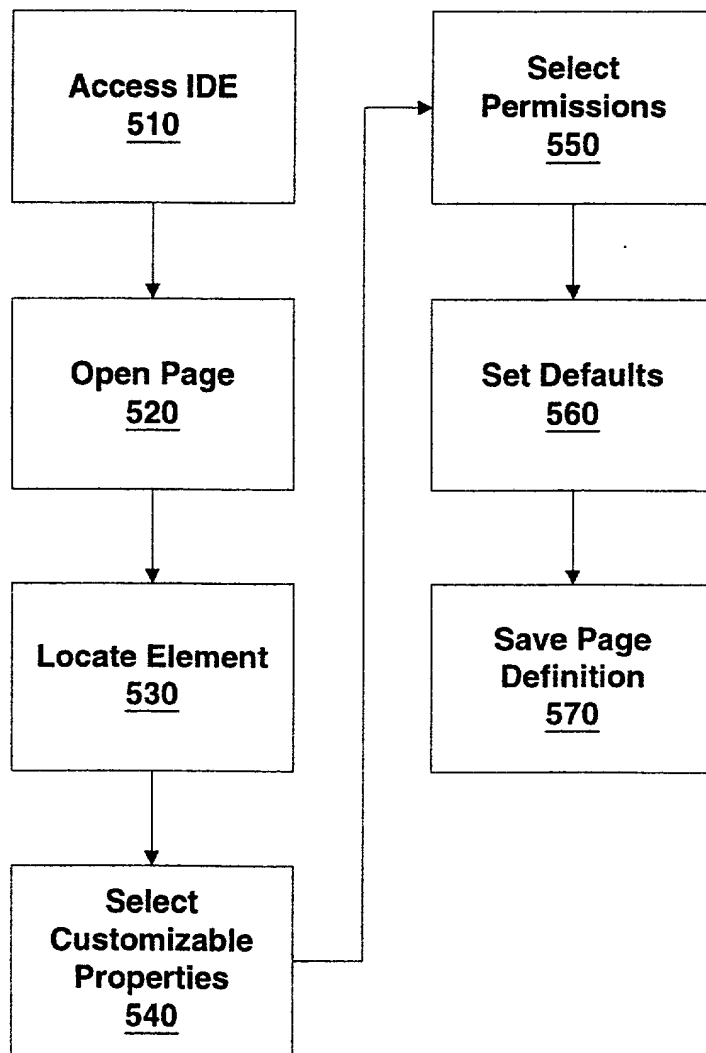


FIG. 5

660

610

620

650

640

Application Designer - Untitled - RC_CASE_HD.ENG (Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

RC_CASE_HD.ENG (Page)

Page Designer Order

Name	Department	Phone Type	Email Type	Preferred Contact Method	All Contact	Business Unit	Location	Phone	Email	Preferred Contact Details	Product	Asset Tag	Summary	Description	Summary
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX

CRS00GA NUM

Build Find Object References Upgrade Results Validate

Ready

Fig. 6

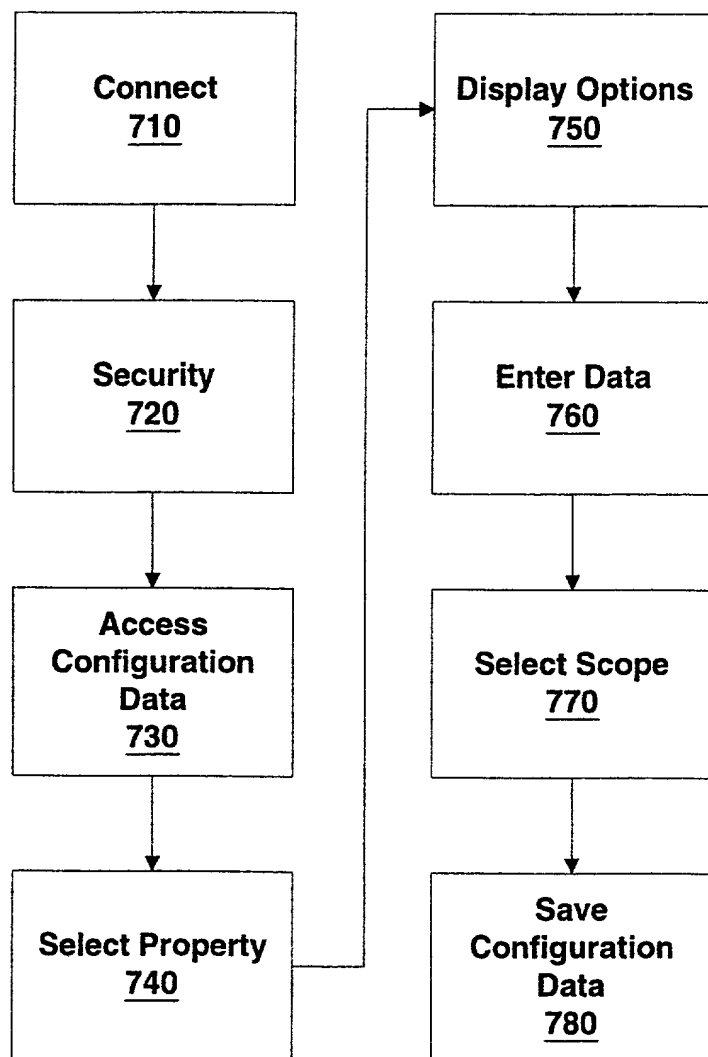


FIG. 7

2006240 042907

Administrator Personalization Opt - Microsoft Internet Explorer















File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/services/client-services/peoplesoft8/cond-starts

Home > PeopleTools > Maintain Security > Usage > Administrator Configuration

Administrator Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS	Accessibility Features		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
ADBTN	Tab over Add/Del Buttons (+/-)		<input type="checkbox"/>	<input type="checkbox"/>	PM
ADES	Afternoon designator (PM, pm)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$
CALBTM	Tab over Calendar Button		<input type="checkbox"/>	<input type="checkbox"/>	L
CSYM	Currency Symbol		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	M
CSYMP	Currency Symbol Position		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
DCSP	Decimal Separator		<input type="checkbox"/>	<input type="checkbox"/>	
DFRMT	Date Format		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
EXPENT	Expert Entry		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
GROTAB	Tab over Grid Tabs		<input type="checkbox"/>	<input type="checkbox"/>	
HORICN	Tab over Header Icons		<input type="checkbox"/>	<input type="checkbox"/>	
LXPBTN	Tab over Lookup Button		<input type="checkbox"/>	<input type="checkbox"/>	
LTZONE	Local Time Zone		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PSF
MOES	Morning designator (AM, am)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AM

Done Local Intranet

FIG. 8

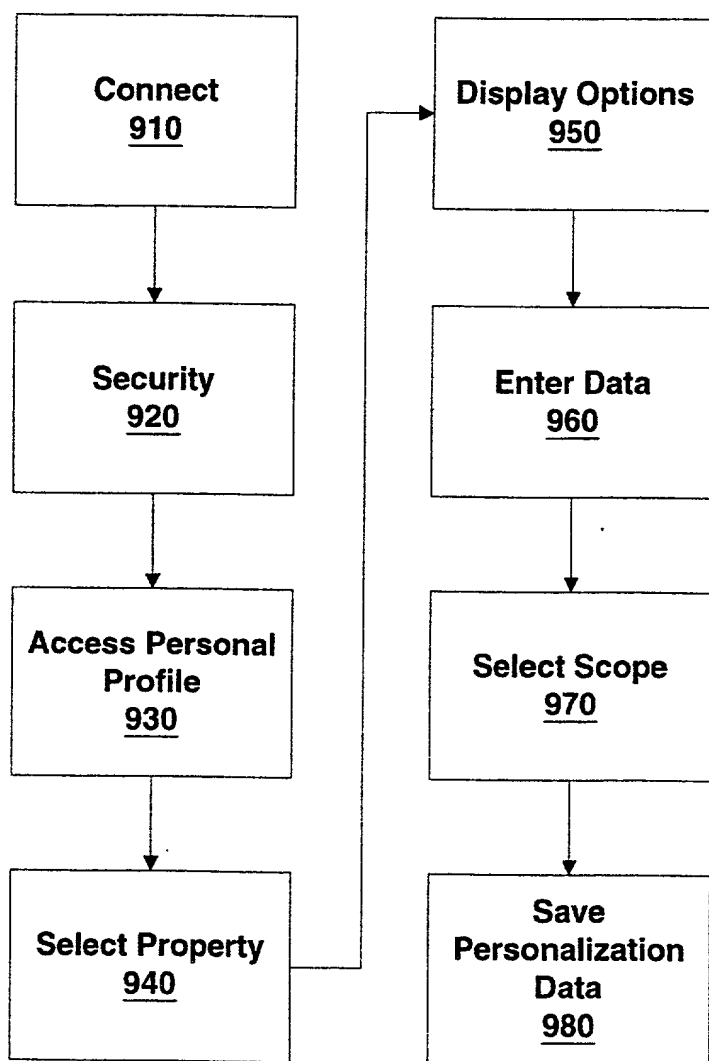


FIG. 9

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Address http://localhost:7001/services/jcr/servlet/peoplestart

Home PeopleTools > Maintain Security > User > My Profile

General Profile Information

Oprid for CRMSKT, CRMOABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: \$

Set Personalizations

Email

E-mail Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your readings

Alternate User ID: []

From Date: [] (example 12/01/2000)

To Date: [] (example 12/31/2000)

Miscellaneous User Links

New Window

Local intranet

1005

1010

1020

270

Fig. 10A

270

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home

Address http://localhost:7001/services/clientservice/peoplesoft/cmd-start

Home > PeopleTools > Maintain Security > User > My Profile

New Window

Personalization

Option	Default Value	Override Value	
Accessibility Features	No		<input type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM		<input type="checkbox"/> Explain
Currency Symbol	\$		<input type="checkbox"/> Explain
Currency Symbol Position	Leading		<input type="checkbox"/> Explain
Decimal Separator			<input type="checkbox"/> Explain
Date Format	MM/DD/YYYY		<input type="checkbox"/> Explain
Date Separator	/		<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana		<input type="checkbox"/> Explain
Morning designator (AM, am)	AM		<input type="checkbox"/> Explain
Multiple Row Insert	<input checked="" type="checkbox"/> Yes		<input type="checkbox"/> Explain
Save Confirmation	Yes		<input type="checkbox"/> Explain
Save Warning	Yes		<input type="checkbox"/> Explain
Time Format	h mm:ss (0 05 AM)		<input type="checkbox"/> Explain
Time Separator			<input type="checkbox"/> Explain
Thousand Separator			<input type="checkbox"/> Explain
Use Local Timezone	Yes		<input type="checkbox"/> Explain

Local intranet

1030

1040

1050

1060

830

FIG. 10B

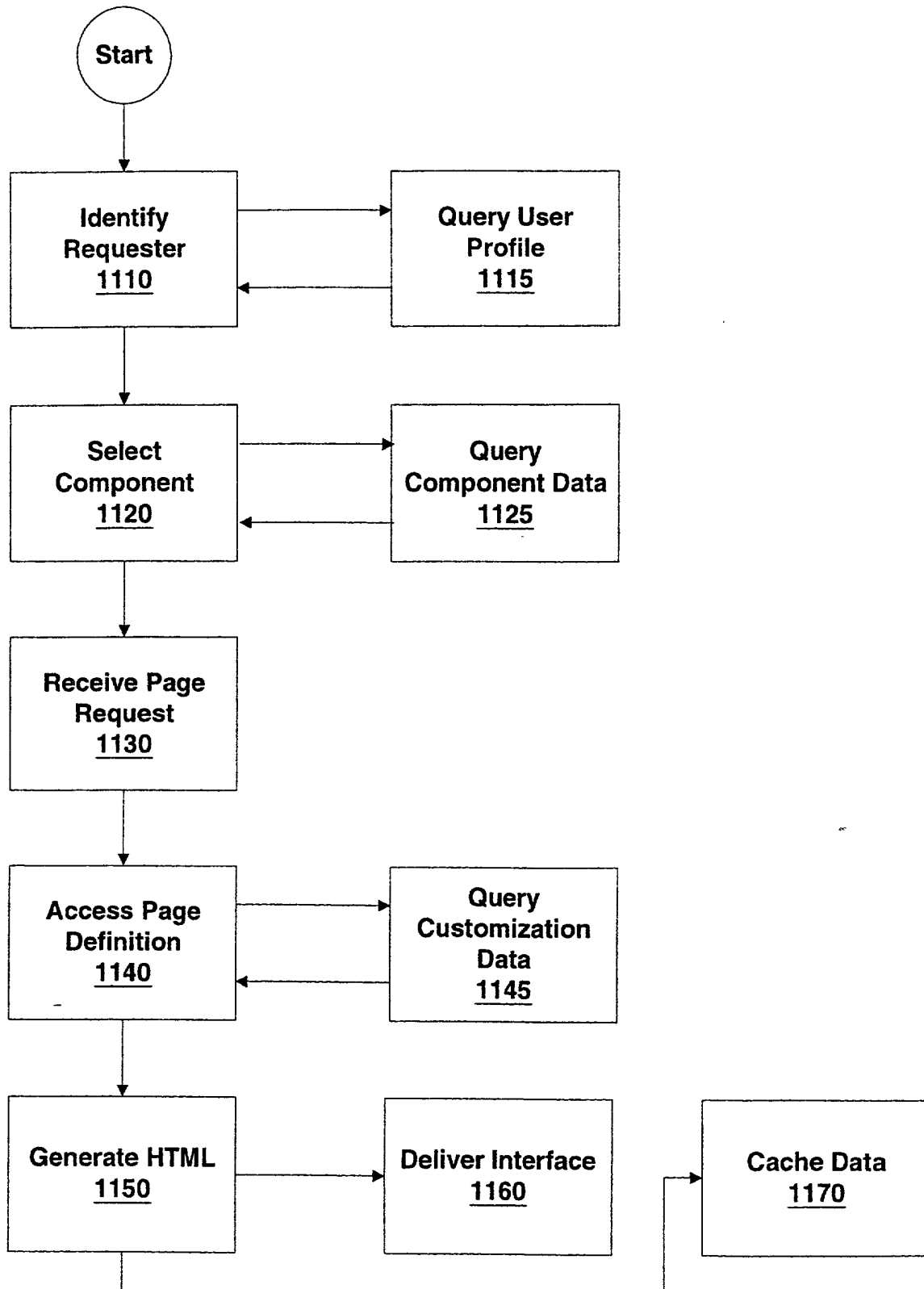


FIG. 11

206240" 26604001

Application Designer - Untitled - RC_CASE_HDENG (Page)
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Unit

RC_CASE_HDENG (Page)
N1220 N1230 N1240 N12403 N12403 512403

Unit	Order	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1	0	SubPage	Group Box	EMP INFO_GBO	DERIVED RC C				CUST INFO
2	0	Employee Informal	Edit Box	EMPLID	DERIVED RC C				
3	0	Contact ID	Edit Box	CASE_CONTACT	RC CASE				
4	0	Name	Edit Box	NAME_SEARCH	DERIVED RC C				
5	0	Person ID	Edit Box	PERSON_ID	RC DRILDOWN				
6	0	Business Unit	Edit Box	RC_BU_DESCR	DERIVED RC C				
7	0	Business Unit	Edit Box	BUSINESS_UNIT	RC CASE				
8	0	Department	Edit Box	DEPTID	RB WORKER				
9	0	Location Code	Edit Box	LOCATION	RC CASE				
10	0	Phone Type	Drop Down List	PHONE_TYPE	DERIVED RC C				
11	0	Phone	Edit Box	PHONE	RC CASE				
12	0	Business Unit	Drop Down List	BUSINESS_UNIT	DERIVED RC C				
13	0	Phone	Edit Box	PHONE	DERIVED RC C				
14	0	Extension	Edit Box	EXTENSION	DERIVED RC C				
15	0	Email Type	Drop Down List	E_ADDR_TYPE	DERIVED RC C				
16	0	Email	Edit Box	E_ADDR	RC CASE				
17	0	Preferred Contact	Drop Down List	EMAIL_ADDR	DERIVED RC C				
18	0	Preferred Contact	Edit Box	RC_CONTACT_M	RC CASE				
19	0	Contact Detail	Edit Box	RC_CONTACT_I	DERIVED RC C				
20	0	Contact Detail	Edit Box	RC_CONTACT_I	RC CASE				
21	0	Alt Contact	Edit Box	CONTACT_ID	RC CASE				
22	0	Alt Contact	Edit Box	ALT_NAME	SEA RC ALT ONIC				
23	0	Problem Informal	Group Box	PROBLEM_INFO	DERIVED RC C				
24	0	Product	Edit Box	RC_PRODUCT_I	DERIVED RC C				
25	0	Product	Edit Box	PRODUCT_ID	RC CASE				
26	0	Product	Edit Box	PRODUCT_ID	RC CASE				

Build Find Object References Upgrade Results Validate

Ready

1200
Fig. 12

206240-26E0400T

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: <http://localhost:7001/services/identity/people-software/record-state>

Home

Address Info

Address Set: 1

Address Detail

Effective Date: 07/25/2001

Status: Active

Address Type: Business

Address ID: 1208

Description:

Country: USA

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA

Postal: 94505

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Phone Info

Phone Type: Primary

Description: Desk

Prefix: 001

Telephone: 925 694 9479

Phone Extension:

Done

Local Intranet

1310

1320

1340

1350

1335

255

FIG. 13A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/servlets/ClientServlet?cmd=status

Address Info

Address Set: [New] [First] [Last] [Add] [Edit] [Delete]

Address Detail

Effective Date: 07/25/2001 1330 Status: Active Address ID: 1208

Description: Business

Country: USA United States

Address 1: PeopleSoft Parkway 1320

Address 2:

Address 3:

City: Pleasanton

Country: CA State: California 94506

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Phone Info

Phone Type: Business Description: Desk Int'l Prefix: 001 Telephone: 925 694 9479 Phone Extension:

Local Intranet

1310

1340

1350

255

Fig. 13B

Address Detail	
1310	*Effective Date: 07/25/2001 E1 1360
255	*Address Type: Business ▼ 1320
	*Status: _____
	*Address IC: _____
	Description: _____
	Country: USA Q United States
1350	Address 1: PeopleSoft Parkway
	...

FIG. 13C

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/services/clientservice/peoplesoft/and-start

Address Info

Address Seq: 1

Address Detail

Effective Date: 07/25/2001

Address Type: Business

Status: Active

Address ID: 1208

Description:

Country: USA

Address 1: United States

Address 2: PeopleSoft Parkway

Address 3:

City: Pleasanton

County:

State: CA

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT

Postalt: 94505

Submit

Phone Info

Phone Type: Business

Description: Desk

Int'l Prefix: 001

Telephone: 925 894 9479

Phone Extension:

Local intranet

1310

1340

1350

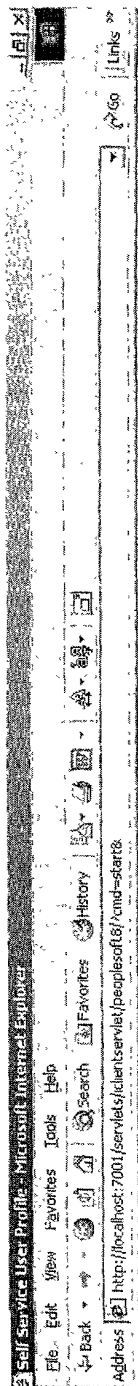
1330

1320

1335

Fig. 13D

255



Home > PeopleTools > Maintain Security > User > My Profile

Personalization

Option	Default Value	Override Value	
Accessibility Features	No		Explain
Tab over Add/Del Buttons (+/-)	No		Explain
Afternoon designator (PM, pm)	PM		Explain
Tab over Calendar Button	No		Explain
Currency Symbol	\$		Explain
Currency Symbol Position	Leading		Explain
Decimal Separator	MMDDYY		Explain
Date Format	/		Explain
Date Separator	Pacific Time, Tijuana		Explain
Local Time Zone	AM		Explain
Morning designator (AM, am)	Yes		Explain
Multiple Row Insert	Yes		Explain
Save Confirmation	Yes		Explain
Save Warning	Yes		Explain
Time Format	h:mm ss (8:05 AM)		Explain
Time Separator			Explain
Thousands Separator			Explain

FIG. 13E

Permission Lists - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home

Address http://localhost:7001/servlets/clientservlet/peoplesoft/2cmd-starts

Home > PeopleTools > Maintain Security > Use > Permission Lists

General Pages PeopleTools Process Sign-on Times

Permission List ALLPANELS

Description All Panels

1495 1420A 1420B 1410 255 1420P

Menu Name	Permission List	All Panels	Edit Components
ADMINISTER_SECURITY	ALLPANELS	1495	+
APPLICATION_ENGINE	ALLPANELS	1420A	+
APPMONITOR	ALLPANELS	1420B	+
CALLCENTER	ALLPANELS	1410	+
CIC_PAGELETS	ALLPANELS	255	+
CMV_SCHEMA_MAP	ALLPANELS	1420P	+
CRM_OPEN_WORKLIST	ALLPANELS	1410	+
CRM_PORTAL_COMPONENTS	ALLPANELS	255	+
CRM_TRANSFORM_UTILITY	ALLPANELS	1410	+
CTI_CONFIGURATION	ALLPANELS	255	+
CUBE_MANAGER	ALLPANELS	1410	+
EDI_MANAGER	ALLPANELS	255	+
ESTABLISH_BUSINESS_UNITS	ALLPANELS	1410	+
MAINTAIN_PRODUCT_CONFIGURATOR	ALLPANELS	255	+
MAINTAIN_SECURITY	ALLPANELS	1420P	+
MAINTAIN_SOLUTION	ALLPANELS	1420P	+

Fig. 14A

206210 46204001

1470

Grid Properties

General | Columns | Label | Use |

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 15

Unlimited Occurs Count (rows)

1480

1490

270

OK Cancel

FIG. 14B

2005-04-07 04:00

Home > PeopleTools > Maintain Security > User > Permission Lists		
General Pages PeopleTools Process Sign-on Times D		
Permission List ALLPANELS		
Description	All Panels	
Items Name	Edit Components	
ADMINISTER_SECURITY	Edit Components	
APPLICATION_ENGINE	Edit Components	
APPMONITOR	Edit Components	
CALLCENTER	Edit Components	
CIO_PANELETS	Edit Components	
CMV_SCHEMA_MAP	Edit Components	
CRM_OPEN_WORKLIST	Edit Components	
CRM_PORTAL_COMPONENTS	Edit Components	
CRM_TRANSFORM_UTLITY	Edit Components	
CTI_CONFIGURATION	Edit Components	
CUBE_MANAGER	Edit Components	
EDI_MANAGER	Edit Components	
ESTABLISH_BUSINESS_UNITS	Edit Components	
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	
MAINTAIN_SECURITY	Edit Components	
MAINTAIN_SOLUTION	Edit Components	
MANAGE_INTEGRATION_RULES	Edit Components	
MASS_CHANGE	Edit Components	
MISSION	Edit Components	
PORTAL_ADMIN	Edit Components	
PORTAL_COMPONENTS	Edit Components	
PORTAL_PERS_HOMEPAGE	Edit Components	
PROCESSMONITOR	Edit Components	
PROCESS_SCHEDULER	Edit Components	
QUERY_MANAGER	Edit Components	
RA_CAMPAIGN_MANAGEMENT	Edit Components	
RA_CM_STRUCTURE	Edit Components	
RB_DEFINE_PRODUCTS	Edit Components	
RB_GENERAL_OPTIONS	Edit Components	
RB_INTEGRATION_OPTIONS	Edit Components	
RB_MANAGE_COMPETENCIES	Edit Components	
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components	
RB_MANAGE_WORKFORCE	Edit Components	
RB_PROCESS_INBOUND_TRANS	Edit Components	
RB_STRUCTURE_SEARCHING	Edit Components	
RB_WORKER_CALENDAR	Edit Components	
RC_SELF_SERVICE	Edit Components	
RC_SOLV_MGMT	Edit Components	
REPORT_BOOKS	Edit Components	
REPORT_MANAGER	Edit Components	
RF_AGREEMENTS	Edit Components	
RF_DEFINE_ITEMS	Edit Components	
RF_DEFINE_ITEM_CONTROLS	Edit Components	
RF_MAINT_ENTITLEMENTS	Edit Components	
RF_MANAGE_RMA	Edit Components	
RF_SERVICE_ORDER	Edit Components	
RF_STRUCTURE	Edit Components	
RI_IC_HOME	Edit Components	
RI_INTERACTION	Edit Components	
RI_SETUP	Edit Components	
RM_DELTA_UTLITY	Edit Components	
RSF_FORECAST	Edit Components	
RSF_LEADS	Edit Components	
RSF_OPPORTUNITY	Edit Components	
RSF_PRTL	Edit Components	
RSF_SETUP_TABLES	Edit Components	
RSF_TERRITORY	Edit Components	
STRUCTURE_PROCESS_AUTOMATION	Edit Components	
STRUCTURE_RC	Edit Components	
TRANSLATE	Edit Components	
TREEMANAGER	Edit Components	
TREE_MANAGER	Edit Components	
UTILITIES	Edit Components	
WORKFLOW_ADMINISTRATOR	Edit Components	
WORKLIST	Edit Components	

225

1410
1420A
1420B

1420P

1420Q

Fig. 14C

2006240 4620409

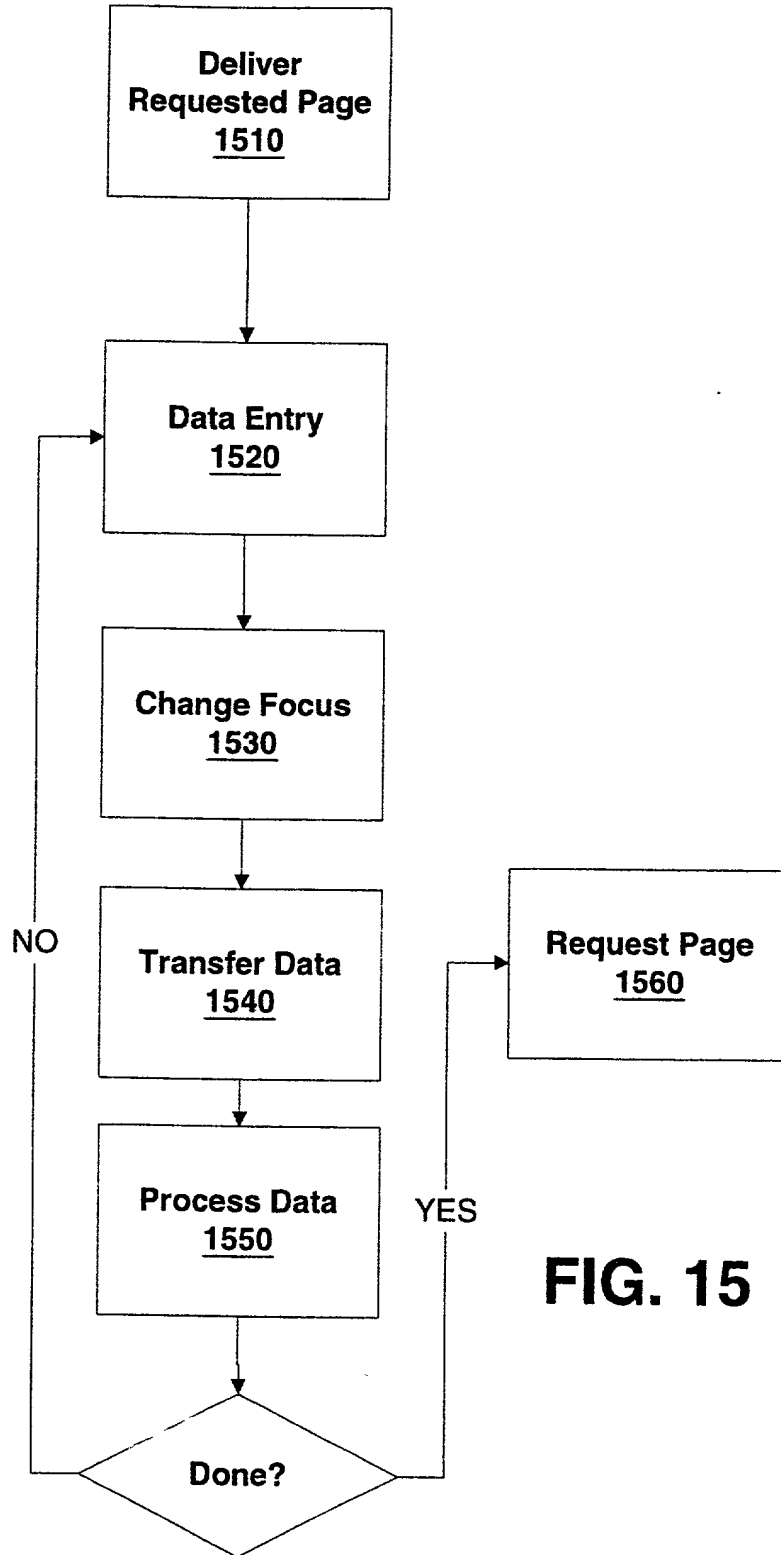


FIG. 15

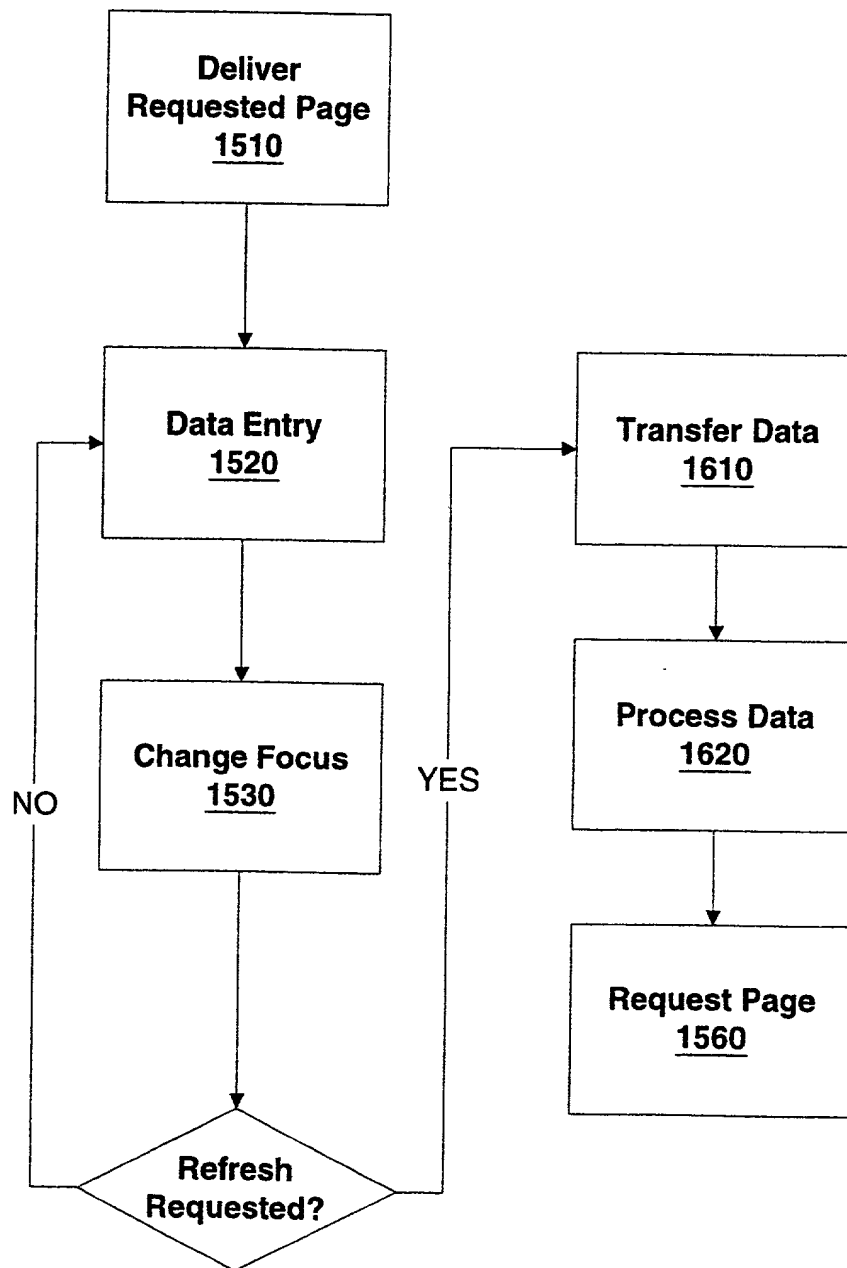


FIG. 16

206240760400T 10040397.042902

Component Properties

General | Use | Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page -- Message Set/Nbr: 124 62

Link To Access Search Page -- Message Set/Nbr: 124 63

Instructional Text -- Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

<input checked="" type="checkbox"/> Save	<input type="checkbox"/> View WorkList
<input type="checkbox"/> Return to List	<input type="checkbox"/> Next in WorkList
<input type="checkbox"/> Next in List	<input type="checkbox"/> Previous in WorkList
<input type="checkbox"/> Previous in List	<input type="checkbox"/> Add
<input type="checkbox"/> Next Page in Component	<input type="checkbox"/> Update/Display
<input type="checkbox"/> Previous Page in Component	<input type="checkbox"/> Update/Display All
<input checked="" type="checkbox"/> Refresh	<input type="checkbox"/> Correction

☒ Disable Toolbar

OK Cancel

275

1710

1720

1730

1740

FIG. 17A

206240 26604007

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/services/clientService/peopleSoft/crm-sa103

Address Info

Address Seq: 1

Address Detail

Effective Date: 07/25/2001

Status: Active

Address Type: Business

Address ID: 1208

Description:

Country: USA

Address 1: United States

Address 2: PeopleSoft Parkway

Address 3:

City: Pleasanton

Country: CA

State: California

Postak: 94505

Time Zone: PST

Time Zone: Pacific Time, Tijuana

Last Modified: 07/25/2001 2:38PM PDT

VP1

Submit

Expert Entry

Phone Info

Phone Type: Business

Description: Desk

Primary Prefix: 001

Telephone: 925 694 9479

Extension:

Phone:

Done

1770

1780

1790

1760

Fig. 17B